

NICOLAS BURGOS

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Engineering Manager | AI & Salesforce Solutions Architect | Technical Project Manager

nicolasburgos.com

EXPERIENCE

Development Manager & Lead Architect

NeverOff | 2026 - Present

- **Lead the development function** for a cybersecurity company serving public-sector organizations, managing the engineering team and setting technical priorities, delivery standards, and execution plans.
- **Serve as the sole software architect**, owning solution design and technical governance from requirements through deployment to deliver secure, scalable, and maintainable systems.

Technical Project Manager & Lead AI Consultant

Integrated Media Group | 2026 - Present

- **Lead internal AI workflow and process-transformation initiatives**, translating operational needs into practical automation roadmaps and coordinating delivery across business and technical stakeholders.
- **Direct client AI implementations** from discovery and use-case prioritization through solution design, delivery, adoption, and risk management.

Solution Architect & Developer, Salesforce

Servant | December 2024 - Present

- **Own Salesforce architecture and hands-on development** across data models, security, Flows, Apex, LWCs, and upgrade-safe NPSP extensions.
- **Implement TaskRay, Agentforce, and Einstein AI** with integrations for Microsoft 365, WhatsApp Cloud API, and Mailchimp.
- **Establish delivery and security standards**, including CI/CD, coding practices, least-privilege access, logging, and human-in-the-loop controls.

Consultant & Developer

Coastal Cloud | 2022 - Present

- **Led full-cycle Salesforce delivery** across Nonprofit, Health Cloud, Public Sector, and Data Cloud, from stakeholder discovery through design, UAT, and production rollout.
- **Technical Lead - Unified Customer 360** - Consolidated real-time data from six Salesforce orgs and Snowflake in a Lightning Web Component, reducing context switching for business teams.
- **Engineered reusable accelerators** for licensing, grants, permitting, and education workflows, reducing implementation effort and strengthening compliance.
- **Built Experience Cloud sites and Agentforce automations** with secure access models, multilingual experiences, reporting, and appointment and callback workflows.

SELECTED AI & SYSTEMS PROJECTS

AI-Assisted Employee Enrollment & Support Platform (NDA, 2026)

- Architected a monorepo platform using Next.js, NestJS/Fastify, Postgres, and worker services.
- Implemented OpenAI tool orchestration with guardrails, persisted traces, and retryable job processing.

Nanjung Ilgi Translation Pipeline (2025)

- Built a GCP-based Python pipeline that split and translated Korean PDFs into per-book English packages with manifests, normalization, and Hanja annotations.
- Processed 1,545 pages into seven organized packages with zero failed pages.

<https://github.com/nicolasburgosg/nanjung-ilgi>

PodRush (2025)

- Built a multilingual AI podcast platform using Gemini multi-speaker TTS, OpenAI, Perplexity, Supabase, and RevenueCat.
- Added scheduled news automation and plan-based usage controls for scalable content delivery.

CORE SKILLS

Leadership & Delivery:

- Solution architecture, technical project management, stakeholder workshops, Agile/Scrum, UAT, AI adoption, and technical governance

AI & Automation:

- OpenAI tool orchestration, Agentforce, Einstein AI, AI SDK, prompt and guardrail design, TTS, document translation, and workflow automation

Salesforce:

- Salesforce Platform, Data Cloud, NPSP, Experience Cloud, LWC, Apex, Flows, and Embedded Messaging

Engineering & Data:

- TypeScript, JavaScript, Python, SQL, React, Next.js, React Native, Node.js, NestJS, Fastify, PostgreSQL, Supabase, and Snowflake

Cloud & Delivery:

- GCP, Vercel, Railway, Docker, Git, and CI/CD

CERTIFICATIONS & ADDITIONAL TRAINING

Salesforce Certifications

- Administrator; AI Associate and AI Specialist; Service Cloud, Experience Cloud, and Data Cloud Consultant; Salesforce Developer; Public Sector Solutions Accredited Professional

Harvard University - CS50 Program

- CS50: Introduction to Computer Science; Web Programming with Python and JavaScript

Languages

- Spanish (Native), English (Fluent - C2), German (A2)